



CLIENT ASSISTANCE PROGRAM

Hotline for Disability Services

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Toll-Free (800) 742-7594 – In Lincoln (402) 471-3656 – V/TT (please signal)

Vicki Rasmussen
CAP Director

CAP Report February through July

1. **Disagrees with case closure:** Voc Rehab made a decision to close the case because of the client's behavior and not benefitting from services. **Outcome:** The client and I met with his Mom, the office director, director of Goodwill's Brain Injury program and Behavioral Health Program and the Voc Rehab specialist. Discussion was held about medication changes, services from Voc Rehab, how working will affect his benefits and working with a new therapist. It was agreed that Voc Rehab would revisit the benefits analysis. After the benefits analysis if the client chooses to work and understands how this will affect benefits, Voc Rehab would make a referral to the Behavioral Health Program for employment assistance. The client agreed with these next steps.
2. **Disagrees with decision to close case:** Voc Rehab made a decision to close the case based on inappropriate aggressive behavior and not benefitting from any services that were being attempted or being provided. **Outcome:** The client and I met with the office director, Voc Rehab Ombudsman, client's therapist and the client's community support worker. Discussed issues around services and behavior. Client asked the case remain open while she worked on family problems and personal problems with her therapist and community support worker with a plan of moving to Texas. VR will put the case on hold until September. At that point, this group will meet again to determine whether VR services are needed and feasible based upon her progress.
3. **Disagreed with case closure:** Client disagreed with VR inactivating his case. **Outcome:** Arranged a meeting with the client, client's father, specialist, placement specialist and office director. Discussed appropriate placement services were provided to the client and what the client's behavior was during placement services. Suggestions were provided to the client and father about steps to take to help with the client's behavior. VR made a decision to close case.
4. **Disagrees with decision regarding dropped classes:** This individual dropped a couple classes because of two deaths in her family and Voc Rehab had made a decision to not pay for retaking these classes. **Outcome:** The client and I met with the area administrator. The area administrator granted an exception based on the more technical nature of her courses and how difficult it is to catch up after



missing nearly three weeks of classes. She had lost two family members within two weeks, and being Native American she needed to follow funeral traditions.

5. **Questions about Employment Warranty and Reapplying for Services:** her VR specialist was advising the client that she needed to reapply for services because the process had changed for Employment Warranty. The client did not want to reapply in order to receive placement services. She felt she was promised services until she was in her appropriate job through employment warranty. **Outcome:** VR agreed to provide placement services without having her reapply because of how the services and process were first explained to her.
6. **Would like a different specialist:** Client made a request for a different specialist and did not feel comfortable contacting the office director. **Outcome:** The client, specialist, placement specialist and myself met to discuss concerns shared by the client. Discussion was centered on the vocational goal and placement activities and a new direction was agreed upon.
7. **Question about vocational goal:** Client contacted CAP because they felt they were not on the same page with their specialist regarding the vocational goal. **Outcome:** Spoke to the specialist and explained the client's concern. Specialist was not aware the client wanted to pursue a different area. Agreed to pursue this with the client.
8. **A client felt a vocational evaluator made inappropriate comments and statements during the evaluation.** **Outcome:** Followed up with the office director and client's specialist and shared these concerns. The office director will follow up with the vocational evaluator.
9. **Client thought she heard the office director make inappropriate remarks about her outside the meeting room.** **Outcome:** Visited with the other individuals in the room attending the meeting and none of them supported what the client was stating. Visited with the office director regarding the client's statements and let the client know my findings didn't support her statements.
10. **Disagreed with psychological evaluation results and asked report be pulled from file:** Client disagreed with the psych eval because she felt she was sent only for memory tests but the psychologist administered an additional assessment based on professional judgment during the evaluation and made some mental health observations. **Outcome:** It was determined in order for the client's case to move forward was to honor the request and remove the report. The client's case was transferred to a different office.
11. **Requested new specialists:** This individual requested a new specialist and also a new placement specialist. She felt the type of personalities these individuals have didn't help to motivate her. She felt they were aggressive instead of encouraging. **Outcome:** Spoke with the office director who agreed to have her work with a

different specialist. Held a meeting with the office director, myself, client and the new specialist to discuss what needed to be done to move forward.

12. Wanted a new specialist and a new office: This individual requested a new specialist and office to work with because she had worked with this counselor and office before and felt her case didn't go anywhere. **Outcome:** This individual had numerous unsuccessful cases with Voc Rehab. Visited with the office director who agreed to give her a chance at another office. An appointment was set for the client at the new office.

13. Disagreed with Voc Rehab's decision to not support Iowa's Medical Board recommendations: This client is a medical doctor but had lost his license due to some limitations of his Aspergers. He has since gotten his license back to practice in Nebraska but was not getting hired. A hospital in Iowa agreed to hire him but he was not licensed to practice in Iowa. He asked for his license to be reinstated and the Iowa Medical Board denied him and recommended he contact the Center for Personalized Education for Physicians in Colorado where he would receive a full competency evaluation. After this evaluation, the Iowa Board would revisit the request for reinstatement. The cost for this evaluation was \$7950. He asked Voc Rehab to assist with this cost. **Outcome:** Met with the client and the office director. During this meeting the client presented information that showed tremendous support from the Iowa hospital. The hospital put together an alternate plan to be submitted to the Iowa Medical Board outlining the Iowa hospital would do the evaluation and supervised work. Based on this information, Voc Rehab agreed to support the client at the Colorado Center should the Iowa Medical Board not accept the alternate plan submitted by the hospital. The Iowa Medical Board denied the plan and the hospital took back the job offer.

14. Wanted advice and guidance on working with her specialist: This individual felt she wasn't getting much help from Voc Rehab. She was working with Voc Rehab and another agency in trying to find employment but was confused about who was doing what. **Outcome:** At this point she did not want me to contact Voc Rehab but we talked about questions to ask, how to ask the questions and whom she should contact.

15. Unhappy with letter received from specialist: The Voc Rehab specialist had outlined for the client why she felt it would be beneficial to participate in an on-the-job evaluation to evaluate stamina and pain levels. The client was upset with the reasons outlined and wanted the specialist to put it in writing. Once she got the letter the client felt the specialist did not outline everything that was said in the meeting. **Outcome:** Advised the client that while I sent out release forms for her to sign I suggested she could contact the specialist again, or the office director and gave her the name and number. She also was requesting copies of the medical information and the vocational evaluation and I advised her of that process to follow. When I received the release forms, I contacted the client who had received another letter but wasn't really happy with that letter either but was glad to have

copies of information from her case file. At this point, she decided she no longer wanted to work with Voc Rehab and asked that I inform the specialist.

- 16. Questions about reapplying for services:** This individual had concerns with how the previous case was handled and was interested in reapply for services.
Outcome: Reviewed the file and offered some guidance and suggestions on reapplying for services.